Parent Handbook

Parent Handbook

NDIS READY!

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A little about us

The establishment of AEIOU Foundation was inspired by the experiences of James and Louise Morton, after their son was diagnosed with autism. Their experience with autism began shortly after Andrew's first birthday. It was at this time his behaviour changed; he would cry continuously and at times, his behaviour escalated to severe head banging. He did not try to attempt baby talk and was silent except for the word ‘mum’.

Andrew was diagnosed with autistic disorder at the age of two, and Louise and James sought the best possible educational program to support his needs. They discovered an early intervention pilot program run by Education Queensland. Andrew began to make great progress in a short space of time. However, in 2003, the centre was closed. Unhappy with the therapy options left for Andrew, James and Louise, together with Andrew’s therapist Rebecca Allen, developed the concept for AEIOU in November 2003.

In February 2005, the first AEIOU centre was opened in Moorooka, Queensland. The centre was dedicated solely to an intensive early intervention learning program for children with an autism diagnosis.

Our vision

Children with autism living their best lives.

Our purpose and mission statement

To enhance the lives of children with autism and their families, through evidence-based, successful early intervention therapy and practical support.

Our values

Our staff are our greatest asset, driving and delivering our unique individualised programs and creating a lifetime of opportunities for children and families. Our team came up with the values they believe best articulate our identity, encourage our conduct and inspire our purpose. They are:

**STEP**

• **Support**
  You can rely on AEIOU for expert guidance and a commitment to each member of the Foundation’s family.

• **Teamwork**
  A collaborative, inclusive team working together to create bright futures.

• **Excellence**
  Driven to be the best, we are leaders in the delivery of quality, evidence-based early intervention.

• **Passion**
  We’re inspired by the difference we are making in young lives. We love what we do.
AEIOU Foundation delivers evidence-based early intervention therapy and autism-specific early childhood education and care, helping children develop essential life skills, independence and confidence.

The AEIOU curriculum focuses on:

- Functional communication and behaviour
- Play and social skills
- Self-help skills
- Classroom attending skills
- Independent living skills (such as mealtimes, toileting and transition supports)

Each child has access to a combination of therapeutic supports in the one centre environment including speech therapy, occupational therapy, behaviour support, and early childhood education.

Each child has the support of a transdisciplinary team focused on helping children build foundation skills and learn across domains. Our team members have the skills not just to work in their own area of expertise but also to support children across other areas of their development, which means children benefit from a consistent approach to therapy and care.

AEIOU delivers programs in line with the Australian Guidelines for Good Practice by providing a range of therapeutic interventions. Throughout the day, children work in small groups of 3-4 (a pod), in pairs or 1:1 with a therapist or early intervention team member. Our therapy is embedded within developmentally appropriate play to support children to learn and model behaviours in a specialised childcare setting.

Each child is unique and, as a result, our programming is both high-quality and highly individualised. Everything the team around your child does is focused on supporting their needs and building on their strengths and skills. Children’s clinical assessments (understanding their needs and strengths), their clinically recommended supports, and the family’s goals all inform your child’s individual learning plan. A Schedule of Supports, provided ahead of each 12-week block, describes the therapy structures that will support the implementation of each child’s Individual Plan. It may also include tailored supports, to support skill development in areas such as mealtimes and toileting.

These support strategies set the foundation for future learning, increasing opportunities for inclusion and to live more independently.

AEIOU’s early intervention strategies are informed by established and well-researched early intervention models, including the Early Start Denver Model, VB-MAPP and the science of Applied Behaviour Analysis, while early learning is aligned to the Australian Government’s Early Years Learning Framework.


WHERE CAN I GO ONLINE TO LEARN MORE ABOUT AUTISM?

Beyond our website, the Raising Children Network is a website that provides parenting information for newborns to teenagers.

It also has a specific section for families of children with ASD, including learning about autism, a service pathfinder and guide to therapies, as well as parent forums. Visit www.raisingchildren.net.au.
Hours of operation
Our service operates from 7.00am - 5.00pm from Monday to Friday. AEIOU centres are open 48 weeks of the year, with a one-week break mid-year during the school holidays and a three-week closure at the end of the year.
Fees are not charged during centre closure periods, on pupil free days, or if your AEIOU centre cannot open for service as planned.

Our fees
We strive to ensure our service is affordable and accessible to all families. To help ensure you receive reasonable and necessary funding throughout the duration of your child’s enrolment, our NDIS Support Coordinators are available to provide you with assistance.
Because our service is a combination of specialised childcare and early intervention therapies, our fees are split into two components: childcare fees, and therapy service fees. Similarly, our service is structured so that families can access support from the Federal Government (through the Child Care Subsidy (CCS) for childcare fees, and the NDIS for therapy-related fees).
Because each family’s funding varies according to specific circumstances, we ask all families to contact our Family Support for quotes.

Payment of fees
AEIOU charges fees in arrears and fees apply across the 48 weeks of the year our service operates. Invoices and statements are issued via email on a weekly basis and fees are direct debited via Debit Success.

Absences
NDIS fees will be waived if two weeks’ notice is given, as stipulated by the NDIA for services offering a ‘program of support’. This only applies for short-term absences, such as medical needs or family holidays.
For parents who receive CCS, Family Assistance Law affords a number of allowable absence days per child each financial year. Service providers are required to record all absences (regardless of notice). Please note: if your child is absent for more days than this allowable limit, CCS may not apply and full childcare fees may be payable.

Changing an enrolment
If there are changes to your child’s enrolment (e.g. from full-time to part-time, transitioning to school, changes to NDIS funding or a change of contact details) you will need to complete a Change of Enrolment form, available from your Centre Manager. You must provide a minimum of 14 days’ notice when changing your child’s enrolment type.

Cancelling an enrolment
If you decide to cancel an enrolment, you must provide a minimum of 14 days’ notice prior to the last day your child physically attends the centre. You will need to complete and sign a Change of Enrolment form, co-signed by your Centre Manager. Please note: By law, CCS ends from your child’s last day of attendance at the centre. If your child stops attending the centre before your cancellation notice period ends, you may be liable to pay full childcare fees (without CCS).

Late collection
It’s important to collect your child on time. If a parent or guardian experiences unavoidable delay, you must phone the centre and provide an estimated time of arrival. If this does not occur, our team will attempt to contact the primary parent/ carer by phone, and if this is unsuccessful, staff will call the emergency contacts listed on the child’s enrolment form to arrange for immediate collection.
Like many long day care services, AEIOU charges late fees to cover the cost of the team’s time and extended service operation. The late fees that may be applied are detailed in the Terms & Conditions of the Service Agreement.

Service suspension
A placement may be suspended in the following circumstances:
- Outbreak of a vaccine preventable disease for a non-immunised child
- Contraction of infectious disease(s)
- Behavioural or medical conditions outside the constraints of the service
- Inability to fulfil financial obligations (fee payment) to the service
- Inability to fulfil obligations under the Service Agreement
- Failure to comply with AEIOU Foundation’s Client Code of Conduct
- Safety of any worker or child is threatened or abused
- Children, workers or the child themselves at risk of harm
- If autism is not the primary diagnosis of your child
If you wish to discuss suspension of a service for a personal reason, please contact your Centre Manager who will direct you to the most appropriate contact.
Parents, carers and their families and visitors are expected to behave and interact with staff and other parents safely, with courtesy and respect and follow AEIOU’s policies and processes as directed and provided.

Please note: AEIOU Foundation reserves the right to terminate an enrolment when we consider that termination is in the best interest of the organisation. AEIOU agrees to give families reasonable notice of an intention to exercise this right and will refund any payments in credit.
Immunisation requirements
Depending on the state or territory you live in, if your child is not immunised for reasons other than those medically approved, you may not be able to attend a childcare service or may not be eligible for Child Care Subsidy. Parents and carers should be fully versed on the financial consequences if your child is not immunised. To find out more about immunisation requirements, visit the Department of Human Services website www.humanservices.gov.au.

NDIS Service Agreement
The purpose of this agreement is to establish a contract of service for the provision of early childhood intervention and associated supports as agreed to between the Parent/Carer and AEIOU Foundation. It relates to the Child identified in the agreement, where all eligibility and access requirements are met. This agreement shall continue in force while the eligibility and access requirements continue to be met, unless either party cancels the agreement. This agreement is contingent on the availability of relevant NDIS funding under a participant’s NDIS Plan, which will be reviewed and amended from time to time by the National Disability Insurance Agency (NDIA). A Schedule of Supports attached to the service agreement will be reviewed and updated in accordance with the current NDIS Plan and associated commencement dates.

Families are also responsible for keeping AEIOU up-to-date on their NDIS plan budget and funding so we can work with you to ensure your child is able to consistently access our quality service.

Financial hardship
At AEIOU, we believe that cost should never be a barrier to a family accessing early intervention. We strive to ensure our service is affordable and accessible to all families. If you need financial support, you can read more at www.aeiou.org.au/resources-and-financial-support. For further information, please contact our Enrolments team.
The National Disability Insurance Scheme (NDIS)

AEIOU is registered and certified to provide NDIS supports. We are subject to an external audit compliance and monitoring process that assesses our organisation's performance and compliance with the Quality and Safeguarding Framework. Our compliance is certified to meet the NDIS Practice Standards, Rules and Guidelines, discharged under the NDIS Act, 2013 and related requirements including the rights of people with disabilities and the rights of the child. Participants who receive NDIS funding are automatically included with the audit unless they opt-out in writing. We will keep parents/carers informed when audits are planned and how you can participate.

The Core NDIS Practice Standards we must meet cover:
- Rights and Responsibilities
- Governance and Operational Management
- Provision of Support
- Support Provision Environment

We are registered to provide the following service groups and must meet the Standards specified for each:
- Early Intervention and Therapy
- Behaviour

In addition to the Standards, we have systems and processes in place to safeguard against risks related to:
- NDIS code of conduct and new worker orientation
- Incident management and reportable incidents of harm or serious injury
- Complaints management and resolution
- Worker screening with appropriate criminal history checks maintained
- Behaviour support and the positive behaviour support capability framework

Further information about these standards can be found on the NDIS Quality and Safeguards Commission website: www.ndiscommission.gov.au.

Navigating the NDIS

Navigating a system such as the NDIS can be confusing. AEIOU is here to help. If you need support to achieve the best possible outcomes and support at your NDIS planning meeting, please contact us so we can assist.

AEIOU’s dedicated NDIS Support Team can help you with:
- Pre-planning for your NDIS meeting
- What to do if you are not happy with your plan
- How to action a review
- What support to expect from AEIOU through a review process
- What happens if your child’s goals change
- Who to notify if those goals are changing

You can reach our specialist team by emailing ndis@aeiou.org.au.

AUTISM: THE EARLY YEARS

At AEIOU, we understand how important it is for parents and carers to feel well supported while navigating these early years. We’ve designed Autism: The Early Years to be a visual resource providing useful information and practical advice on the topics we most frequently encounter. Across nine videos, we cover topics of family, behaviour and communication with autism experts employed by AEIOU, along with mums, dads and children enrolled at our centres. The series is free to view at www.aeiou.org.au/autism-the-early-years.
Preparing for your first week

What to bring in your child’s backpack:

• Morning tea, lunch and afternoon tea
• Nappies and wipes or several pairs of underpants (if toilet training)
• Multiple changes of clothes
• A water bottle filled with water
• Warm clothes (during the cooler months)
• Bedding for nap time, including a pillow, sheets in a drawstring bag, and a blanket (during cooler months)

Please remember to clearly label your child’s name on ALL personal belongings.

Centre processes

Arriving at the centre

• Parents/guardians must ensure children are brought to the centre by the parent/carer or a responsible adult (over 18 years of age).
• To ensure consistency of routine for all our children, please ensure you arrive promptly for your daily session start time. Late arrivals may be requested to wait for a suitable time to enter the classroom.
• Parents/guardians must ensure staff are aware of their child’s arrival and always sign-in – this is a legal requirement.
• Parents/guardians are requested to let staff know if children will not be attending (due to sickness, or holidays).
• Staff can help you with using the Qikkids kiosk to sign in, and to update records.
• Follow AEIOU’s COVID-19 Safety Plan procedures as communicated.

Departing the centre

• Children will only be released to authorised persons, as indicated on enrolment documentation and Qikkids record.
• AEIOU must be notified in writing of any changes regarding the adult who is collecting a child and this person must be authorised on enrolment documentation.
• If a child is to be collected by an unauthorised person, written parental consent must be first obtained, and photo identification provided to the centre.
• Parents must ensure staff are aware of collection and always sign-out.
• Staff can help you with using the Qikkids kiosk to sign out, and to update records.
A typical day at AEIOU

Upon enrolment, families can choose between a 7-hour or 10-hour daily session. While the 10-hour session follows our hours of operation, the 7-hour session commences at 8.00am and concludes at 3.00pm. Each child’s therapeutic supports are scheduled during their booked session time and in line with their agreed Schedule of Supports.

Therapies are delivered in a variety of ways, including face-to-face 1:1 and group support with therapists and early intervention specialists. Our high staff-to-child ratio means your child is supported across the day, throughout play-based activities that engage the children in areas of their own interest and help them generalise their skills.

Below is an example of the way we structure our day at AEIOU. Note, your child’s weekly timetable is generally repeated across a 12-week block and is based on your child’s agreed Schedule of Supports. The variation from week to week is to include parent engagement sessions, pod meetings, ongoing assessments, and any tailored supports.

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**The team around the child**

- **Centre Manager (CM)**
  Manages the centre’s classroom management and clinical teams, and centre practices

- **Room Leader / Early Childhood Teacher (RL / ECT)**
  Manages and leads the classroom, overseeing therapy program delivery, education and care and supervises Early Intervention Specialists

- **Early Intervention Specialist (EIS)**
  Delivers therapy programs in the classroom

- **Behaviour Analyst / Behaviour Consultant (BA / BC)**
  Monitors, evaluates and reviews programs and staff development; develops behaviour support plans and therapy programs for the classroom; and provides on-the-floor behaviour support

- **Occupational Therapist (OT)**
  Engages in 1:1 sessions with child and develops therapy programs for the classroom, plus development and supervision

- **Speech Pathologist (SP)**
  Engages in 1:1 sessions with child and develops therapy programs for the classroom, plus development and supervision

- **Allied Health Assistant (AHA)**
  Assists in 1:1 sessions with child and assists in delivering classroom therapy programs (where available)

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**AEIOU’s Service Model: Activities in the centre**

Our core service includes:
- Co-constructed learning / specialised childcare time in ratios of 1:4
- Early intervention time in ratios of 1:1 and 1:2
- Naturalistic teaching in ratios of 1:3
- Weekly occupational therapy, speech therapy, and behaviour support embedded into early intervention or naturalistic teaching time
- Parent engagement sessions delivered as specified in the child’s Schedule of Support by case manager or appropriate therapist from the child’s clinical leadership team

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**Classroom activities**

- EIS RL / ECT
  Naturalistic learning - 1:3

- EIS
  Early intervention - 1:2

- EIS
  Early intervention - 1:1

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**Clinical activities**

- BA / BC / OT / SP
  Child Case Management Meeting (Pod Meeting)

- Senior BA / BC / OT / SP
  Clinical supervision & development

- BA / BC / OT / SP
  Parent engagement sessions
Mealtimes & nutrition

AEIOU views mealtimes as occasions that promote social interaction and create a context for developing self-help skills, discussing health and hygiene, making requests, and learning appropriate behaviours. Staff sit with children at mealtimes to facilitate learning and assist children to successfully practice these skills. This time can also be used to run specific mealtime interventions as part of agreed tailored supports with staff supporting children to achieve individual goals.

It is important you notify staff if your child has a special dietary requirement or allergy and provide any relevant management plan. If circumstances change, you need to let centre management know and update documentation.

All AEIOU centres are nut-free. We recognise many children with autism have limited diets due to food allergies and aversions, but we understand the importance of good nutrition for learning and development and therefore encourage healthy choices. We ask you not to send soft drinks, cordial, lollies, chocolates or chips, unless they are recommended by staff to be used as reinforcers. Please note, we are not able to heat or re-heat food for your child.

Toileting

Intensive toilet training will occur on an individual basis, if agreed as a tailored support, and will involve staff and parents working together to create a ‘toilet training plan’ appropriate to the development and skills of the child. We strive to make toileting a positive experience for your child. Consistency is the key to achieving success in what can often be a difficult and prolonged process, so we expect you to implement the strategies discussed with staff, and to use the resources provided at home.

Rest time

In line with our commitment to ensuring the needs of each child is met in education, play and rest, AEIOU schedules up to 30 minutes of rest time each day. This forms part of the daily timetable and complies with childcare regulations to allow children ‘down time’ with the option to sleep. The age and development stages of children are taken into account at this time. AEIOU provides individual rest mats for children (parents must supply cot-size sheets, blanket and a sheet bag) and staff supervise children during this time and facilitate relaxation and/or quiet, independent activities.

Sun safety

AEIOU Foundation is a SunSmart organisation, and is committed to minimising children’s UVR exposure throughout the day. Please ensure your child brings a hat and is wearing sunscreen before leaving your child at the centre in the morning. Sunscreen will be reapplied 20 minutes prior to morning play and again following rest time.

Medication

Prescribed medication must be correctly labelled by a pharmacist. If your child requires medication to be administered, it is essential to meet with Centre Management either prior to enrolment or as soon as the medication is required. Any change to your child’s needs must also be communicated to centre management immediately. AEIOU is responsible for creating an appropriate plan and ensure a risk assessment is conducted. Further, serious medical conditions, such as asthma, epilepsy, allergies/anaphylaxis, diabetes need a Medical Condition Action Plan completed by your child’s doctors, and given to us so we can create a Risk Minimisation and Communication Plan.

It is illegal for medication to be kept in a child’s bag or belongings while at the centre. Medication must be given to the centre staff who will provide the parent/carer with the Room Medication Record to be completed. All medicines must be appropriately labelled in original packaging and must not have expired.

If a child requires long-term medication to be administered, parents or guardians must provide a Long-Term Medication Form from the child’s treating doctor. If S4 Restricted or S8 Controlled medications (i.e. prescribed restricted substances) are to be brought to the centre to administer to a child, there are strict processes and other documentation to be completed that must take place to meet legal requirements.

Prior to the prescription of medication, it is recommended that families discuss with centre management so that the appropriate NDIS and childcare paperwork can be completed.

Details are provided in the Medical Conditions and Medication Administration Procedure, available onsite to read in the Parent Room, or from centre management.
Toys from home
We appreciate children may be attached to particular toys from home, but we request these toys are not brought to the centre. Children with ASD have difficulty with the concepts of ownership and sharing, so toys brought from home often create difficulties. In addition, our centres cannot take responsibility for personal toys which get lost or broken.
More importantly, toys with button batteries are not allowed into the centre.

Birthdays
Birthdays are special events for children and AEIOU recognises the cultural and social significance of these celebrations. Parents are welcome to bring individual cupcakes for your child to share with friends to mark their birthday. Some of our children do have allergies so it is important to check with us so that we can notify other parents in advance.

Excursions and incursions
Our centres host several excursions as well as incursions to support children to manage new experiences. A letter will be issued to your family with all the relevant details, including any cost involved. We will seek written consent from each family before each activity. On the day, parents will be responsible for their child on an excursion, including transport, with staff in attendance for support. Note, we will conduct a risk assessment ahead of any planned excursion.

Transition support
AEIOU is committed to supporting each child to ensure a successful transition from AEIOU to the next educational setting. We have found the best way to assist transition is to collaborate with you as to when the process will occur and for you to coordinate between settings. We will:
• Provide a transition support plan to support the process
• Attend meetings/interviews/orientation with parents if required
• Host two visits for each child to support the transition process, and
• Additional transition supports (such as supporting staff and children at the new setting, providing education and resources) can be written into the NDIS plan.
Additional transition supports can be written into your child’s NDIS plan. Please contact our Family Support team for more information.

Working together
Parent engagement
As parents and carers, your involvement and participation is integral to the success of the program. We encourage parents and carers to be actively involved in their child’s learning journey. As such, all our Learner Packages offer parent engagement sessions - where you can meet with your child’s therapists and better understand your child’s learning journey and how to scaffold their learning at home.
Likewise, you are also encouraged to contribute to all areas of service provision. If you have feedback, please contact us at feedback@aeiou.org.au.

We acknowledge the rights of parents and carers. Our policy is to ensure you have the right to:
• A quality service that is safe and responsive to the social and cultural requirements of your individual and/or family unit
• Be involved in all planning and review decisions regarding your child’s program
• Access all information about your child held by AEIOU Foundation
• Access information about our service and requirements to enable you to make informed decisions
• Involve an advocate or support person of your choice to represent your interests
• Confidentiality, privacy and dignity
• Raise concerns or complaints without fear of retribution, and to have issues dealt with in a fair and prompt manner
• Information regarding the program, management structure and organisational directions
• Interpreter services or other supports in instances where parents/families require assistance with requirements relating to the service

As parents/family members you are responsible for:
• Interacting with other parents and staff respectfully and collaboratively
• Assisting in the review of your child’s program
• Implementing home activities/plans developed as part of the child’s ongoing program to ensure consistency across settings
• Making arrangements that meet drop-off and collection requirements
• Providing the necessary medical and health reports which will enable us to develop and provide appropriate services to your child
• Informing AEIOU of changes to contact details, authorised persons, custodial conflicts or court orders
• Keeping staff updated on changes in medication and diet that the child may be undergoing
• Identifying risks the organisation may have to consider in service provision
• Raising concerns or complaints with us first and working collaboratively with the service to resolve issues.
• Supporting the Parent Fundraising Committee or AEIOU Foundation in fundraising initiatives if possible

A UNIVERSAL APPROACH
AEIOU welcomes families and staff from culturally diverse backgrounds. In fact, across our services families come from more than 45 different countries. Translation services are available at any stage of your child’s enrolment.
To learn more about our service in your preferred language other than English, visit www.aeiou.org.au/other-languages.
**Code of Conduct**

AEIOU expects respectful conduct from all staff and families with no exceptions. There is zero tolerance to bullying, intimidation, discrimination or harassment of staff or other parents and guardians. In the unlikely event of this behaviour, AEIOU reserves the right to take action. Please refer to AEIOU’s Code of Conduct for clients.

**Parent workshops**

AEIOU recognises families as the key people in supporting their child’s development. Our specialised staff work with each family to share knowledge, strategies and resources to ensure that learning is carried from the educational setting into the child’s home and community environments. All families have access to workshops on topics across the curriculum including positive behaviour support, play and social skills. Please visit www.aeiou.org.au/workshops for further details.

**Communication between staff and families**

We encourage open, two-way communication between staff and families through emails, noticeboards, parent pockets, formal meetings and daily face-to-face exchanges of information. We value the intimate knowledge that you as parents have of your child/ren and utilise it where possible to develop individualised programs to best meet the needs of your child. Should you require further information regarding your child’s progress or wish to raise a concern, please make an appointment with your Centre Manager to meet at a mutually convenient time.

**AEIOU external support**

As part of our family-centred outlook, AEIOU recognises it may be important to provide service or support to a family outside of the centre-based environment. These additional supports are individually tailored to each child. If you require these supports, please contact your child’s centre and discuss with the therapy team.

**AEIOU Research**

AEIOU’s Research and Assessment team engages in research and focuses on how we can achieve better outcomes for children with autism and their families. Research helps us to reflect on our service and improve what we do to better meet child and family needs and better support families. The Autism Research and Innovation Committee (ARIC) acts as the gatekeeper for research both internally and external to AEIOU, and defines the research priority areas for research conducted at AEIOU.

You will be invited to participate in research activities, remembering you are not obliged to accept this invitation. We also ask some information about your family background in our enrolment package which we may ask to use for research. This information helps us to understand the families accessing our service and helps us to ensure our program works for all families.

Participation of families is vital in achieving our goals for research as set by the Autism Research & Innovation Committee (ARIC). To find out more, visit aeiou.org.au/our-research.

**SOCIAL MEDIA EXPECTATIONS:**

At AEIOU, staff, parents and carers must be mindful about how they communicate in social or online forums.

At no time is it acceptable to identify a child, family or staff member from an AEIOU service without express permission.

General online social etiquette guidelines to consider include:

Before posting, ask yourself: ‘Why am I posting this?’ ‘Who can see it?’ ‘Is it compromising?’ and ‘What could the outcome be?’ For more information, refer to AEIOU’s Social Media Guidelines for Parents and Carers.

**HAVE YOU TAPPED IN TO THESE AUTISM SUPPORT SERVICES?**

- Autism Awareness Australia (1300 900 681)
- Autism Queensland (07 3273 0000)
- Autism SA (1300 288 476)
- Autism Hub (07 3328 6950)
- Dept of Communities, Disability Services & Seniors (1800 177 120)
- Family and Child Connect (13 32 64)
- Relationships Australia (1300 364 277)
- Carers Queensland (1800 242 636)
- Carers SA (1800 242 636)
- Autism Hotline (1300 222 777)
Policies and procedures

Our centres have several policies and procedures that relate to the quality care of each child in our service. These can be easily accessed in your parent room. Some of our core policies and procedures include:

- Advocacy Services Procedure
- Breast and Bottle Feeding Procedure
- Child Safety Wellbeing and Rights Policy
- Child Protection Policy
- Code of Conduct Policy
- Community Experiences Procedure
- Conflicts of Interest Procedure
- Delivery and Collection of Children Procedure
- Early Childhood Supports Policy
- Feedback Complaints Management and Resolution Policy
- Feedback Complaints and Resolution (Clients) Procedure
- Incidents and Reportable Incidents Management Plan
- Risk Management Policy
- Medical Conditions and Medication Administration Procedure
- Privacy Notice Policy
- Quality Management System Policy
- Restrictive Practices Procedure
- Service Access and Exit Procedure
- Service and Program Delivery Procedure
- Service Provision Policy
- Sleep, Rest and Relaxation Procedure
- Social Media Guidelines for Parents and Carers
- SunSmart, Sunscreen and Insect Repellent Procedure

If you can’t find what you’re looking for, please ask Centre Management and they will be only too pleased to help.

Have some feedback for us?

AEIOU Foundation aims to consistently provide services that meet the needs of clients and stakeholders and satisfy applicable statutory, regulatory and contractual requirements. We undertake a range of strategies to adopt a “best practice” approach to monitor, measure and respond to and improve customer experience and satisfaction. Because of our commitment to continuous improvement, we encourage our interested parties to evaluate our services and tell us about their experience and opinions. We will respond to you as soon as possible.

Our Feedback, Complaints and Resolution Procedure explains ways you can give feedback or raise a concern with us, how we manage any complaints with you and other useful information. Our overarching Feedback, Complaints Management and Resolution Framework Policy outlines the key principles and concepts of our feedback and complaints management system. Copies can be accessed from all of our centres and Central Office.

Do you have a question, problem, or a concern to discuss with us? We encourage you to do so via the correct channels explained in the Feedback, Complaint and Resolution Procedure.

Contact us

Central Office: 3 Balaclava Street, Woolloongabba Qld 4102
Postal Address: PO Box 8072, Woolloongabba Qld 4102

AEIOU website: www.aeiou.org.au
Tel: 1300 273 435

Central Office contacts

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<tr>
<th>Department</th>
<th>Telephone</th>
<th>Email</th>
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<tr>
<td>General enquiries</td>
<td>(07) 3320 7500</td>
<td><a href="mailto:info@aeiou.org.au">info@aeiou.org.au</a></td>
</tr>
<tr>
<td>Family Support</td>
<td>(07) 3320 7500</td>
<td><a href="mailto:familysupport@aeiou.org.au">familysupport@aeiou.org.au</a></td>
</tr>
<tr>
<td>Enrolments</td>
<td>1300 273 435</td>
<td><a href="mailto:enrolments@aeiou.org.au">enrolments@aeiou.org.au</a></td>
</tr>
<tr>
<td>Accounts</td>
<td>(07) 3320 7560</td>
<td><a href="mailto:billing@aeiou.org.au">billing@aeiou.org.au</a></td>
</tr>
<tr>
<td>Fundraising</td>
<td>(07) 3320 7524</td>
<td><a href="mailto:giving@aeiou.org.au">giving@aeiou.org.au</a>, <a href="mailto:events@aeiou.org.au">events@aeiou.org.au</a></td>
</tr>
<tr>
<td>Corporate Affairs</td>
<td>(07) 3320 7520</td>
<td><a href="mailto:communications@aeiou.org.au">communications@aeiou.org.au</a></td>
</tr>
<tr>
<td>Research</td>
<td>(07) 3320 7531</td>
<td><a href="mailto:research@aeiou.org.au">research@aeiou.org.au</a></td>
</tr>
<tr>
<td>NDIS Support</td>
<td>(07) 3320 7570 or (07) 3320 7575</td>
<td><a href="mailto:ndis@aeiou.org.au">ndis@aeiou.org.au</a></td>
</tr>
</tbody>
</table>

Centre contacts

<table>
<thead>
<tr>
<th>Centre Location</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bald Hills</td>
<td>(07) 3889 7751</td>
<td><a href="mailto:baldhills@aeiou.org.au">baldhills@aeiou.org.au</a></td>
</tr>
<tr>
<td>Bundaberg</td>
<td>(07) 4155 0999</td>
<td><a href="mailto:bundaberg@aeiou.org.au">bundaberg@aeiou.org.au</a></td>
</tr>
<tr>
<td>Camira</td>
<td>(07) 3381 8767</td>
<td><a href="mailto:camira@aeiou.org.au">camira@aeiou.org.au</a></td>
</tr>
<tr>
<td>Gold Coast (Arundel)</td>
<td>(07) 5618 5888</td>
<td><a href="mailto:goldcoast@aeiou.org.au">goldcoast@aeiou.org.au</a></td>
</tr>
<tr>
<td>Logan</td>
<td>(07) 3094 8700</td>
<td><a href="mailto:logan@aeiou.org.au">logan@aeiou.org.au</a></td>
</tr>
<tr>
<td>Nathan</td>
<td>(07) 3320 7900</td>
<td><a href="mailto:nathan@aeiou.org.au">nathan@aeiou.org.au</a></td>
</tr>
<tr>
<td>Sippy Downs</td>
<td>(07) 5452 0300</td>
<td><a href="mailto:sippydowns@aeiou.org.au">sippydowns@aeiou.org.au</a></td>
</tr>
<tr>
<td>Toowoomba</td>
<td>(07) 4636 3600</td>
<td><a href="mailto:toowoomba@aeiou.org.au">toowoomba@aeiou.org.au</a></td>
</tr>
<tr>
<td>Townsville</td>
<td>(07) 4773 2898</td>
<td><a href="mailto:townsville@aeiou.org.au">townsville@aeiou.org.au</a></td>
</tr>
<tr>
<td>Adelaide (Brighton)</td>
<td>(08) 8306 4900</td>
<td><a href="mailto:brighton@aeiou.org.au">brighton@aeiou.org.au</a></td>
</tr>
<tr>
<td>Canberra Region (Garran)</td>
<td>(02) 6189 5678</td>
<td><a href="mailto:canberra@aeiou.org.au">canberra@aeiou.org.au</a></td>
</tr>
</tbody>
</table>
Mental health & wellbeing support

AEIOU Foundation understands that, it is common for many families to experience mental health and/or financial stress. Practical advice is available through independent and confidential counselling services on matters such as mental health and wellbeing, budgeting techniques, debt repayment plans, negotiations with creditors and more. We recommend the below organisations which may be able to assist families during these times:

**Beyond Blue**
- www.beyondblue.org.au
- Phone: 1300 224 636

**Lifeline**
- www.lifeline.org.au
- Phone: 13 11 14

**Salvation Army**
- Phone: 13 72 58

**AEIOU’s Employee Assistance Program**
Families are also afforded support from our EAP, with 3 free counselling sessions per year.
- www.assureprograms.com.au
- Phone: 1800 808 374

**Government services**

<table>
<thead>
<tr>
<th>Office of Fair Trading (Qld)</th>
<th>Consumer and Business Services (SA)</th>
<th>Access Canberra Fair Trading (ACT)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Department of Education (Qld)</th>
<th>Department for Education (SA)</th>
<th>ACT Education Directorate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800 637 711</td>
<td>1800 088 158</td>
<td>02 6205 5429</td>
</tr>
</tbody>
</table>

**National Disability Insurance Scheme**
- www.ndis.gov.au
- Phone: 1800 800 110

**NDIS Quality & Safeguards Commission**
- www.ndiscommission.gov.au

We have an Advocacy Information Sheet that lists a range of advocacy services that may be of interest to you, which is available in the Parent Room, or from Centre Management.

More information about specific advocacy services can be searched close to your suburb.


**Private therapists**
To find a private therapist, you can speak with your GP for a listing of locally operated services or alternatively contact the relevant professional organisation:

<table>
<thead>
<tr>
<th>Occupational Therapy Australia</th>
<th>07 3397 6744</th>
<th><a href="http://www.otaus.com.au/find-an-ot">www.otaus.com.au/find-an-ot</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speech Pathology Australia</td>
<td>03 9642 4899</td>
<td><a href="http://www.speechpathologyaustralia.org.au">www.speechpathologyaustralia.org.au</a></td>
</tr>
<tr>
<td>Australian Psychological Society</td>
<td>1800 333 497</td>
<td><a href="http://www.psychology.org.au">www.psychology.org.au</a></td>
</tr>
<tr>
<td>Physiotherapy Board of Australia</td>
<td>1300 419 495</td>
<td><a href="http://www.physiotherapyboard.gov.au">www.physiotherapyboard.gov.au</a></td>
</tr>
</tbody>
</table>

**A note on licensing**

In Queensland, AEIOU is licensed through the Office of Early Childhood Education and Child Care in accordance with the Education & Care Services Act 2013.

In South Australia and the Australian Capital Territory, our service is regulated by the National Quality Framework (NQF). Further information can be obtained through the Australian Children’s Education & Care Quality Authority (ACECQA)